

Data Reliability Assessment Tool: Main Heating Expenditures

Assessment #4 – Data Checking Routines

Assessment #4 looks at whether you have procedures in place for checking the data that you receive from agencies and vendors, and then conducting follow-up when you find data issues. The questions you will be asked in Assessment #4 are listed below. **You will need to consult with your program staff and your IT Department to talk about whether you have these procedures in place.**

➤ **Data Checking Procedures for Agencies:**

- Do you track the percentage of assisted households that have a main heating vendor and account number listed on file?
- Do you track the number of households that cannot be matched to vendor records or cannot be found in a vendor's system?

➤ **Data Checking Procedures for Vendors:**

- Do you check the percentage of assigned households for whom data were received from each fuel vendor?
- Do you compare the computed average main heating expenditures of your LIHEAP households to a reasonable estimate of what low-income households spend on heating in your state?
- Do you check the range of the heating bills reported by vendors? Do you check the high and low outliers?

➤ **Follow-up Procedures for Agency and Vendor Data:**

- Do you have procedures in place for reviewing the results of your data checking routines?
- Do you have a process for taking action to resolve issues identified by your data checking routines?

➤ **Annual Update of Data Checking Procedures**

- Do you have a process for adding new checking routines when new problems arise?
- Do you have a process for removing checks that generate high false positive rates?